



# **Diamond Environmental Services, LP**

## **STANDARD OPERATING PROCEDURE (SOP)**

### **RESTROOMS**

DES-SOP

#### **1.0 Purpose**

The purpose of this procedure is to define the process for servicing of the portable restroom once it is on the customer's site. The procedure describes the process for cleaning and disinfecting the portable restroom.. This procedure covers all makes and models of the portable restrooms rented by Diamond Environmental Services. (Hereinafter will be referred to as DES or Company).

#### **2.0 Scope**

The scope of this procedure includes all activities and processes associated with for cleaning and disinfecting DES portable restrooms.

#### **3.0 Forms to use/Documentation**

**3.1** Service trucks are equipped with GPS that is used to track the driver routes and completion of portable restroom services..

#### **4.0 References**

- 4.1 ISO 14001:2015
- 4.2 All Gone Cleaner SDS
- 4.3 Ever Pro Tablet SDS
- 4.4 J-Spray SDS
- 4.5 Flo-Quat

#### **5.0 Definitions**

None

#### **6.0 Exclusions**

None

#### **7.0 Responsibility**

##### **7.1 Site Managers**

Ensure all field operations are completed and issues with customer are resolved in an efficient manner.

Ensure all employees are trained properly

##### **7.2 Employees**

Employees are responsible for the cleaning, restocking, and overall appearance of all DES portable restrooms.

#### **8.0 Procedure**

**8.1** The restroom servicing is tracked via GPS.



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**9.0 Portable Restroom Design**

- 9.1 DES portable restrooms are designed to be easily cleaned using rigid, non-absorbent, smooth light-colored materials.
- 9.2 DES portable restrooms are ventilated and are screened to keep flies and other vermin away from the waste material.
- 9.3 Design of the toilet prevents splashing of the liquid waste on the user, or road, etc. The liquid waste tank capacity of up to 70 gallons.
- 9.4 Design should include a toilet paper holder.
- 9.5 Handwashing facility is part of select restroom design/located adjacent to portable restroom. Handwashing facility design includes:
  - o Supply tank filled with purchased city water, with up to 20 gallons capacity
  - o Tank to capture the waste water will go directly into existing tank in portable restroom
  - o Spent handwashing water is not allowed to drain on the ground
  - o Soap dispenser
  - o Paper towel dispenser
  - o Seat cover dispenser
  - o Sink maintenance/cleaning is performed with purchased city water, All Gone cleaner (as needed), and a dedicated scrub brush to remove loose debris and residue left between services. Upon completion of service, all paper items and soap are restocked in the unit, as needed.

**10.0 Servicing of Portable Restrooms**

- 10.1 All portable restroom servicing occurs where the truck can easily access the restroom within 25ft.
- 10.2 Waste tank is evacuated by a trained service driver.
- 10.3 The suction pipe (wand) is confirmed to be free of loose particles before the service is performed.
- 10.4 After evacuation of waste, the suction pipe (wand) is shaken free of loose particles before being removed from the portable restroom tank and placed back on the service truck.
- 10.5 A record of toilet service is maintained by DES using GPS to track location and time specific to that site, and the driver name.



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**11.0 Cleaning of Portable Toilets**

**11.1 Materials Used**

**11.1.1 Chemicals**

Chemical Type	Product Trade Name	Dilution	PPE	Comments
Cleaner	All Gone	Pre-diluted	Gloves	As needed
Deodorizing Waste Treatment Tablets	Ever Pro Tablet	None	Gloves	1 tablet per unit
Fragrance	J-Spray	None	Gloves	As needed
Disinfectant	Flo-Quat	Pre-Diluted	Gloves	Used during COVID-19 pandemic

**11.1.2**

The chemical label details are followed according to GHS guidelines. Personal protective equipment (PPE) is used at all time, and rinse instructions are properly followed for chemical use, if applicable. Only purchased municipal water is used for cleaning

**12.0 Safety Precautions**

**12.1** All chemical label instructions are followed.

All PPE equipment is worn as per the chemical label recommendation and also following any DES policy regarding PPE usage.

**13.0 Portable Toilet Cleaning Procedure**

- 13.1 DES service drivers will remove and dispose of trash inside of the restroom.
- 13.2 DES service drivers will rinse the equipment with municipal water from truck, rinsing from the upper portion of the restroom, to the lower portion. Use the fresh water hose from the truck to rinse away debris, while making sure to not overspray and cause splash back.
- 13.3 Ensure that all areas are cleaned and scrubbed as needed.
- 13.4 Using a disinfectant wipe, clean all contact points including door handles, dispenser toilet seat,
- 13.5 Visually inspect the portable restroom to ensure adequate cleaning has been performed.
- 13.6 Once the portable restroom is visibly clean, add 1 Ever Pro tablet to tank with 5 gallons of water.
- 13.7 Portable restroom will air dry.
- 13.8 Fresh water tanks will be refilled with municipal water from the DES truck during each service.



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#### **14.0 Restocking of Portable Restrooms**

14.1 Portable restroom facilities are stocked with:

- Toilet paper
- Handwashing municipal water (in premier/solar restrooms only)
- Soap/hand sanitizer (in premier/solar restrooms only)
- Single use paper towels (in premier/solar restrooms only)
- Toilet seat covers (in premier restrooms only)

#### **14.2**

Sufficient supplies will be left by DES, however, no extra supplies are to be left in the units. Onsite maintenance monitors, foreman, and supervisors are responsible to supply restrooms with extra soap, hand sanitizer, toilet rolls, and paper towels; in the event that supplies should run out between services. Customer can increase service as needed.

#### **15.0 Maintenance of Portable Restrooms**

15.1 Maintenance is performed by Diamond Environmental Services

Maintenance and other corrective actions occur immediately if the portable restrooms are found to be leaking in any way. Maintenance work needed is communicated by customer to DES office or service driver.

#### **15.2 Customer Owned Restrooms**

DES only services customer owned restrooms and will not repair any customer owned restrooms. However, DES employees will notify the dispatch department of any possible maintenance issues to any customer owned units, who will then follow up to notify customer.

#### **16.0 Training of Employees on Portable 2-Basin Hand Wash Sink Servicing Procedures**

- Train employees on servicing procedures thoroughly in order to create concise understanding of protocol,
- Demonstrate this procedure to employees physically,
- Observe employees performing procedure and correcting behavior as needed,
- Perform refresher training as needed.
- Conduct routine supervisory field inspections to ensure procedural compliance; identify and address training needs.

#### **17.0 Distribution of the Procedure**

This procedure will be distributed to customers upon written request



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18.0 Signature Block

Action	Responsible Party	Signature
Written by	Judy Hernandez, EH&S Coordinator	
Checked by	Tracy Mendoza, Vp Operations	
Approved by	Alex Fortunati, President DES	